



**COMPCARE HEALTH SERVICES
INSURANCE CORPORATION
NORTHEAST NETWORK**
145 S. Pioneer Rd.
Fond du Lac, WI 54395
(800) 368-5053
www.bluecrosswisconsin.com

Type of Plan Health Maintenance Organization
Total Number of Members 2552
Years of Operating Experience.....2
Total Number of Primary Care Physicians183
Percentage of PCPs Accepting New Patients..... 91%
Percentage of Board Certified Specialty Care Physicians 86%
Number of Urgent Care Facilities 8
Number of Dentists 47
Percentage of Dentists Accepting New Patients.....87%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	If your primary care physician (PCP) believes that you need treatment that is a covered benefit, but not available from your PCP, your PCP will give you a written referral to see another doctor or provider. Referrals to out-of-network providers and providers outside of your PCP clinic require CompcareBlue's authorization.
Medicare Claims Procedure	If you have Medicare and you provide CompcareBlue with your Medicare HIC number, your claims will be automatically processed by both CompcareBlue and Medicare. You will not need to submit an Explanation of Benefits (EOB). If you are referred to an out-of-network provider and that provider does not accept Medicare assignment, you may be required to submit an EOB.
Prescription Drug Policy	Medically necessary prescription drugs are covered when prescribed by your physician. In an effort to promote cost savings, CompcareBlue preferred pharmacies dispense approved generics where appropriate.
Dispensing Policy	Prescription drugs are dispensed up to a 30-day supply with one co-payment per prescription. Some prescription drugs (approximately 25), may only be dispensed by a plan pharmacy after receiving prior authorization from the plan. Mail order is required for any prescription with a retail cost exceeding \$250.00 and for injectable medications. For this requirement, if a refill or initial drug dispensing is required for a particular medication that is needed immediately, exceptions can be made to accommodate the patient until the mail order process is complete. Most often this exception would be in emergency situations.
Mail Order	Mail order prescription service is provided by CompcareBlue's RxCel Pharmacy.
Disposable Diabetic Supplies Procedure	Insulin is covered as a prescription drug and can be purchased from a plan pharmacy. Insulin is dispensed in a maximum quantity of a 30 consecutive day supply for one prescription drug copayment. Supplies must be obtained from a participating pharmacy provider. You will pay your 20% coinsurance amount to the pharmacy and they will submit the other portion for processing on your behalf. Out-of-pocket expenses for disposable diabetic supplies will be applied to the prescription drug annual out-of-pocket maximum.

ADDITIONAL INFORMATION

Outpatient Mental Health Network/Policy	Innovative Resource Group will manage your behavioral health care. While a referral is not required for behavioral health services, you must contact Innovative Resource Group for information on participating providers as well as treatment authorizations. Staff is available to assist you seven days a week, 24 hours per day. Call 1-800-989-2792
24-Hour Nurse Line	Not available.
PCP Restrictions	Each family member may choose a different primary care provider from the CompCareBlue Northeast network. You are able to change your primary care provider up to three times per year. If you move 30 miles or more from your designated primary care provider, you may also select at that time another primary care provider.
Dental Benefits If Provided	Dental benefits provided through your CompCareBlue health plan are: 100% coverage for comprehensive and periodic exams, diagnostic x-rays and preventive cleanings (as dentally necessary), with no more than one of each in a six-month period. Fluoride treatments for children to age 12. Where available, child and adult members receive a 20% discount off participating orthodontists' usual fees, to a maximum benefit of \$1,250 per person. Where available, specific dental offices may offer a 20% discount on amalgam fillings. Please refer to the Dental Directory Listing for a participating Dental Center.
Quality Improvements Initiative	<ul style="list-style-type: none"> • Implementation of dedicated trainers to train Customer Service Representative staff on professional development skills. • Maximize health and safety of patients by encouraging non-rural hospitals to complete and participate in Leapfrog patient safety survey. • Provide wellness education to members semi-annually through the Healthy Wisconsin Member newsletter.

Counties in Service Area	Hospitals in County	Major Providers in County*
Brown	St. Vincent Hospital Aurora BayCare Medical Center	Aurora Health Center-DePere Deckner Medical Center, Green Bay AMG-The Willows, Green Bay Green Bay Clinic
Dodge	Waupun Memorial Hospital	Fond du Lac Regional Clinics
Fond du Lac	St. Agnes Hospital	Fond du Lac Regional Clinics Sharpe Clinic Aurora Health Center-Fond du Lac
Manitowoc	Aurora Medical Center, Manitowoc County	AMG-Manitowoc Clinic AMG-Two Rivers Clinic
Oconto	Community Memorial Hospital	Primary Care Clinic – Oconto Falls Primary Care Clinic – Gillett Primary Care Clinic - Lena
Sheboygan	Sheboygan Memorial Medical Center Valley View Medical Center	Sheboygan Clinics Plymouth Family Physicians

* To request a copy of the CompCareBlue Northeast Network Provider Directory which lists the providers in the network, or to find out if your doctor or hospital is a network provider, please call the CompCareBlue Northeast Network Customer Service Department at 1-800-368-5053 or visit our web site www.bluecrosswisconsin.com.